Enterprise Incident Report November 2012

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Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
Labor Commission	Application Services	Dustin Crump	0 0	2 1	0 0	2 1
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Application Support	Floyd Edwards	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Jed Johnson	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Help Desk	Brenda Treadway	0 0	2 2	0 0	2 2
		Julie VanBeekum	0 0	5 5	0 0	5 5
		Vicky Marrelli	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	9 9	0 0	9 9

Labor Commission

			High	Low	Medium	FCR Total
Labor Commission	Metro A Desktop Support	Diane Pfeifer	0 0	1 1	0 0	1 1
		James Kammeyer	0 0	1 0	1 0	2 0
		Nancy Hachmeister	1 1	19 4	0 0	20 5
		Rodney Austin	1 1	12 6	0 0	13 7
		Assigned to Individual Total	2 2	33 11	1 0	36 13
	Metro A Help Desk	Ed Conrad	0 0	14 12	0 0	14 12
		Edward Fortner	0 0	4 4	0 0	4 4
		Assigned to Individual Total	0 0	18 16	0 0	18 16
	Metro A Hosting	Chris Kunde	1 0	2 0	0 0	3 0
		Keith Scholl	0 0	5 0	0 0	5 0
		Tom Carney	0 0	5 0	0 0	5 0
		Assigned to Individual Total	1 0	12 0	0 0	13 0
	Rural South Desktop Support	Silas Aitchison	1 0	1 0	0 0	2 0
		Assigned to Individual Total	1 0	1 0	0 0	2 0

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Labor Commission

			High	Low	Medium	FCR Total
Labor Commission	Technical Lead/Project Manager	John Stephenson	0 0	2 0	0 0	2 0
		Mart Gardner	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Assigned Group Total		4 2	87 38	1 0	92 40
Customer Company Total			4 2	87 38	1 0	92 40

Labor Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response			
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**MIR Total**
Labor Commission	Application Services	Dustin Crump	0 0	2 1	0 0	2 1
		Tony Larsen	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	4 2	0 0	4 2
	Application Support	Floyd Edwards	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Jed Johnson	0 0	4 3	0 0	4 3
		Assigned to Individual Total	0 0	4 3	0 0	4 3
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Julie VanBeekum	0 0	5 0	0 0	5 0
		Vicky Marrelli	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0

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Labor Commission

			High	Low	Medium	MIR Total
Labor Commission	Metro A Desktop Support	Diane Pfeifer	0 0	1 0	0 0	1 0
		James Kammeyer	0 0	1 0	1 0	2 0
		Nancy Hachmeister	1 0	19 0	0 0	20 0
		Rodney Austin	1 0	12 0	0 0	13 0
		Assigned to Individual Total	2 0	33 0	1 0	36 0
	Metro A Help Desk	Ed Conrad	0 0	14 0	0 0	14 0
		Edward Fortner	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	18 0	0 0	18 0
	Metro A Hosting	Chris Kunde	1 0	2 1	0 0	3 1
		Keith Scholl	0 0	5 0	0 0	5 0
		Tom Carney	0 0	5 1	0 0	5 1
		Assigned to Individual Total	1 0	12 2	0 0	13 2
	Rural South Desktop Support	Silas Aitchison	1 0	1 0	0 0	2 0
		Assigned to Individual Total	1 0	1 0	0 0	2 0

Labor Commission

			High	Low	Medium	MIR Total
Labor Commission	Technical Lead/Project Manager	John Stephenson	0 0	2 0	0 0	2 0
		Mart Gardner	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		4 0	87 8	1 0	92 8
Customer Company Total			4 0	87 8	1 0	92 8

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Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Labor Commission	Application Services	Dustin Crump	0 0.00	2 12.67	0 0.00	2 12.67
		Tony Larsen	0 0.00	2 1.10	0 0.00	2 1.10
		Assigned to Individual Total	0 0.00	4 6.88	0 0.00	4 6.88
	Application Support	Floyd Edwards	0 0.00	1 0.30	0 0.00	1 0.30
		Assigned to Individual Total	0 0.00	1 0.30	0 0.00	1 0.30
	Enterprise Security	Jed Johnson	0 0.00	4 10.05	0 0.00	4 10.05
		Assigned to Individual Total	0 0.00	4 10.05	0 0.00	4 10.05
	Help Desk	Brenda Treadway	0 0.00	2 0.47	0 0.00	2 0.47
		Julie VanBeekum	0 0.00	5 0.08	0 0.00	5 0.08
		Vicky Marrelli	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	9 0.15	0 0.00	9 0.15

Labor Commission

			High	Low	Medium	ATTIR Total
Labor Commission	Metro A Desktop Support	Diane Pfeifer	0 0.00	1 0.99	0 0.00	1 0.99
		James Kammeyer	0 0.00	1 0.06	1 0.25	2 0.16
		Nancy Hachmeister	1 0.00	19 0.07	0 0.00	20 0.07
		Rodney Austin	1 0.24	12 0.20	0 0.00	13 0.20
		Assigned to Individual Total	2 0.12	33 0.15	1 0.25	36 0.15
	Metro A Help Desk	Ed Conrad	0 0.00	14 0.01	0 0.00	14 0.01
		Edward Fortner	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	0 0.00	18 0.01	0 0.00	18 0.01
	Metro A Hosting	Chris Kunde	1 0.54	2 0.60	0 0.00	3 0.58
		Keith Scholl	0 0.00	5 0.24	0 0.00	5 0.24
		Tom Carney	0 0.00	5 0.42	0 0.00	5 0.42
		Assigned to Individual Total	1 0.54	12 0.38	0 0.00	13 0.39
	Rural South Desktop Support	Silas Aitchison	1 0.31	1 0.00	0 0.00	2 0.15
		Assigned to Individual Total	1 0.31	1 0.00	0 0.00	2 0.15

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Labor Commission

			High	Low	Medium	ATTIR Total
Labor Commission	Technical Lead/Project Manager	John Stephenson	0 0.00	2 0.03	0 0.00	2 0.03
		Mart Gardner	0 0.00	2 1.76	0 0.00	2 1.76
		Assigned to Individual Total	0 0.00	4 0.89	0 0.00	4 0.89
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.45	0 0.00	1 0.45
		Assigned to Individual Total	0 0.00	1 0.45	0 0.00	1 0.45
	Assigned Group Total		4 0.27	87 0.95	1 0.25	92 0.92
Customer Company Total			4 0.27	87 0.95	1 0.25	92 0.92

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Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Labor Commission	Application Services	Dustin Crump	0 0	2 2	0 0	2 2
		Tony Larsen	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	4 3	0 0	4 3
	Application Support	Floyd Edwards	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Jed Johnson	0 0	4 4	0 0	4 4
		Assigned to Individual Total	0 0	4 4	0 0	4 4
	Help Desk	Brenda Treadway	0 0	2 1	0 0	2 1
		Julie VanBeekum	0 0	5 1	0 0	5 1
		Vicky Marrelli	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	9 2	0 0	9 2

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Labor Commission

			High	Low	Medium	MR Total
Labor Commission	Metro A Desktop Support	Diane Pfeifer	0 0	1 0	0 0	1 0
		James Kammeyer	0 0	1 0	1 0	2 0
		Nancy Hachmeister	1 0	19 0	0 0	20 0
		Rodney Austin	1 0	12 0	0 0	13 0
		Assigned to Individual Total	2 0	33 0	1 0	36 0
	Metro A Help Desk	Ed Conrad	0 0	14 0	0 0	14 0
		Edward Fortner	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	18 0	0 0	18 0
	Metro A Hosting	Chris Kunde	1 0	2 0	0 0	3 0
		Keith Scholl	0 0	5 0	0 0	5 0
		Tom Carney	0 0	5 0	0 0	5 0
		Assigned to Individual Total	1 0	12 0	0 0	13 0
	Rural South Desktop Support	Silas Aitchison	1 0	1 0	0 0	2 0
		Assigned to Individual Total	1 0	1 0	0 0	2 0

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Labor Commission

			High	Low	Medium	MR Total
Labor Commission	Technical Lead/Project Manager	John Stephenson	0 0	2 0	0 0	2 0
		Mart Gardner	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		4 0	87 10	1 0	92 10
Customer Company Total			4 0	87 10	1 0	92 10

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Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Labor Commission	Application Services	Dustin Crump	0 0.00	2 26.11	0 0.00	2 26.11
		Tony Larsen	0 0.00	2 5.94	0 0.00	2 5.94
		Assigned to Individual Total	0 0.00	4 16.03	0 0.00	4 16.03
	Application Support	Floyd Edwards	0 0.00	1 1.13	0 0.00	1 1.13
		Assigned to Individual Total	0 0.00	1 1.13	0 0.00	1 1.13
	Enterprise Security	Jed Johnson	0 0.00	4 14.82	0 0.00	4 14.82
		Assigned to Individual Total	0 0.00	4 14.82	0 0.00	4 14.82
	Help Desk	Brenda Treadway	0 0.00	2 11.82	0 0.00	2 11.82
		Julie VanBeekum	0 0.00	5 6.46	0 0.00	5 6.46
		Vicky Marrelli	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	9 5.52	0 0.00	9 5.52

Labor Commission

			High	Low	Medium	ATTR Total
Labor Commission	Metro A Desktop Support	Diane Pfeifer	0 0.00	1 1.24	0 0.00	1 1.24
		James Kammeyer	0 0.00	1 0.07	1 0.25	2 0.16
		Nancy Hachmeister	1 0.00	19 0.30	0 0.00	20 0.28
		Rodney Austin	1 0.62	12 0.46	0 0.00	13 0.47
		Assigned to Individual Total	2 0.31	33 0.38	1 0.25	36 0.37
	Metro A Help Desk	Ed Conrad	0 0.00	14 0.28	0 0.00	14 0.28
		Edward Fortner	0 0.00	4 0.46	0 0.00	4 0.46
		Assigned to Individual Total	0 0.00	18 0.32	0 0.00	18 0.32
	Metro A Hosting	Chris Kunde	1 0.54	2 1.06	0 0.00	3 0.89
		Keith Scholl	0 0.00	5 0.53	0 0.00	5 0.53
		Tom Carney	0 0.00	5 1.22	0 0.00	5 1.22
		Assigned to Individual Total	1 0.54	12 0.91	0 0.00	13 0.88
	Rural South Desktop Support	Silas Aitchison	1 0.31	1 0.48	0 0.00	2 0.39
		Assigned to Individual Total	1 0.31	1 0.48	0 0.00	2 0.39

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Labor Commission

			High	Low	Medium	ATTR Total
Labor Commission	Technical Lead/Project Manager	John Stephenson	0 0.00	2 2.84	0 0.00	2 2.84
		Mart Gardner	0 0.00	2 4.84	0 0.00	2 4.84
		Assigned to Individual Total	0 0.00	4 3.84	0 0.00	4 3.84
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 1.04	0 0.00	1 1.04
		Assigned to Individual Total	0 0.00	1 1.04	0 0.00	1 1.04
	Assigned Group Total		4 0.37	87 2.50	1 0.25	92 2.38
Customer Company Total			4 0.37	87 2.50	1 0.25	92 2.38

Labor Commission

Detail

INC000000593092	Karla Rush	Application	Error	Novell GroupWise		TIR Missed: Yes	2.04
Application Services		Tony Larsen	Labor Commission	Low	Closed	TTR Missed: No	5.61
INC000000596575	Tonya Gallegos	Application	None	Novell GroupWise		TIR Missed: No	0.17
Application Services		Tony Larsen	Labor Commission	Low	Closed	TTR Missed: Yes	6.27
INC000000598152	Shaheen Safiullah	Network	Performance	Active Directory		TIR Missed: No	0.06
Metro A Desktop Support		James Kammeyer	Labor Commission	Low	Closed	TTR Missed: No	0.07
INC000000601587	Jennifer Roundy	Application	Error	Novell GroupWise 32-bit Windov		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	0.53
INC000000601664	Charles Grizzell	Network	Performance	None		TIR Missed: No	0.00
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.17
INC000000601798	Gabriella Salazar	Application	Error	None		TIR Missed: No	0.00
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	1.94
INC000000602473	Kerry Chlarson	Application	None	ZENworks for Desktops		TIR Missed: No	0.48
Metro A Desktop Support		Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.48
INC000000602518	Jamie Kittrell	None	None	None		TIR Missed: No	0.17
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.48
INC000000603270	Tonya Gallegos	Network	None	None		TIR Missed: No	0.07
Metro A Hosting		Keith Scholl	Labor Commission	Low	Closed	TTR Missed: No	0.70
INC000000603275	Nicole Nguyen	Network	Performance	Active Directory		TIR Missed: No	0.10
Metro A Hosting		Keith Scholl	Labor Commission	Low	Closed	TTR Missed: No	0.40
INC000000603601	Verolinda Granados	Application	Password	Novell Messenger		TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000603702	Alan L Hennebold	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	0.52
INC000000603786	Dave Bloomfield	Application	None	Gmail		TIR Missed: No	0.08
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.09
INC000000603817	Lola Chacon	Network	None	Active Directory		TIR Missed: No	0.76
Metro A Hosting		Keith Scholl	Labor Commission	Low	Closed	TTR Missed: No	0.90
INC000000603933	Gabriella Salazar	None	None	None		TIR Missed: Yes	1.29
Metro A Hosting		Tom Carney	Labor Commission	Low	Closed	TTR Missed: No	2.28
INC000000604209	Deedee Brunatti	Network	Performance	Active Directory		TIR Missed: No	0.01
Metro A Desktop Support		Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.02

Labor Commission

Incident	Reporter	Type	Category	Service			TIR/TTR Missed		Hours
INC000000604441	Tonya Gallegos	None	None	None			TIR Missed: No		0.37
	Metro A Hosting	Tom Carney	Labor Commission	Low	Closed		TTR Missed: No		0.59
INC000000604469	Tonya Gallegos	None	None	None			TIR Missed: No		0.20
	Metro A Hosting	Tom Carney	Labor Commission	Low	Closed		TTR Missed: No		0.50
INC000000604660	Tonya Gallegos	None	None	None			TIR Missed: No		0.11
	Metro A Hosting	Tom Carney	Labor Commission	Low	Closed		TTR Missed: No		0.64
INC000000604838	Dave Bloomfield	None	None	None			TIR Missed: No		0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed		TTR Missed: No		0.00
INC000000604907	Richard Lajeunesse	Application	Error	State Payroll Time Entry System			TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Labor Commission	Low	Closed		TTR Missed: No		0.00
INC000000605203	DaNise Barney	Application	None	Utah Master Directory			TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No		0.00
INC000000605536	David Lamb	Application	Error	Novell GroupWise			TIR Missed: No		0.24
	Metro A Desktop Support	Rodney Austin	Labor Commission	High	Closed		TTR Missed: No		0.62
INC000000605553	Dawn Cornell	Application	Error	None			TIR Missed: No		0.31
	Rural South Desktop Support	Silas Aitchison	Labor Commission	High	Closed		TTR Missed: No		0.31
INC000000605614	Randy E Morris	Telecom	None	None			TIR Missed: No		0.45
	Voice Operations	Romanza Hamblin Sorensen	Labor Commission	Low	Closed		TTR Missed: No		1.04
INC000000606398	DaNise Barney	Application	None	Gmail			TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No		0.18
INC000000606444	Jerry Parkstone	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No		0.34
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed		TTR Missed: No		0.37
INC000000606465	Tonya Gallegos	Application	Error	Gmail			TIR Missed: No		0.00
	Application Services	Dustin Crump	Labor Commission	Low	Closed		TTR Missed: Yes		26.87
INC000000606725	Nicole Nguyen	Application	Error	Gmail			TIR Missed: No		0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed		TTR Missed: No		0.12
INC000000606881	Donald Walker	Application	Error	Gmail			TIR Missed: No		0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed		TTR Missed: No		0.20
INC000000606891	Patsy Ortega	Application	Error	Gmail			TIR Missed: No		0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed		TTR Missed: No		0.07
INC000000606965	Tonya Gallegos	Application	None	Gmail			TIR Missed: No		0.00
	Technical Lead/Project Manager	Mart Gardner	Labor Commission	Low	Closed		TTR Missed: No		3.42
INC000000607074	Tonya Gallegos	Application	Error	Gmail			TIR Missed: Yes		25.33
	Application Services	Dustin Crump	Labor Commission	Low	Closed		TTR Missed: Yes		25.35

Labor Commission

Incident	Requester / Group	Category	Type	Item	TIR Missed	Priority	Status	TTR Missed	Time
INC000000607293	Ami Windham	Print/Copy/Scan/Fax	None	None	TIR Missed: No				0.06
	Metro A Desktop Support	Rodney Austin	Labor Commission		Low	Closed	TTR Missed: No		0.06
INC000000607362	Brian Stewart	Application	Error	Gmail	TIR Missed: Yes				3.52
	Technical Lead/Project Manager	Mart Gardner	Labor Commission		Low	Closed	TTR Missed: Yes		6.25
INC000000607660	Tonya Gallegos	Application	None	Gmail	TIR Missed: No				0.00
	Technical Lead/Project Manager	John Stephenson	Labor Commission		Low	Resolved	TTR Missed: No		2.76
INC000000608435	Lib Montoya	Application	Password	Utah Master Directory	TIR Missed: No				0.95
	Help Desk	Brenda Treadway	Labor Commission		Low	Closed	TTR Missed: Yes		11.82
INC000000608467	Terri DeVries	Application	None	Gmail	TIR Missed: No				0.00
	Metro A Help Desk	Ed Conrad	Labor Commission		Low	Resolved	TTR Missed: No		0.29
INC000000608512	Dawn Cornell	Application	Error	None	TIR Missed: No				0.00
	Rural South Desktop Support	Silas Aitchison	Labor Commission		Low	Closed	TTR Missed: No		0.48
INC000000608593	Lib Montoya	Application	Error	Gmail	TIR Missed: No				0.05
	Technical Lead/Project Manager	John Stephenson	Labor Commission		Low	Resolved	TTR Missed: No		2.92
INC000000608743	Lawnie Nebeker	Application	Password	Gmail	TIR Missed: No				0.00
	Help Desk	Brenda Treadway	Labor Commission		Low	Closed	TTR Missed: No		
INC000000608929	Tonya Gallegos	Application	None	Gmail	TIR Missed: No				0.99
	Metro A Desktop Support	Diane Pfeifer	Labor Commission		Low	Closed	TTR Missed: No		1.24
INC000000609127	Kerry Chlarson	None	None	Gmail	TIR Missed: Yes				11.48
	Enterprise Security	Jed Johnson	Labor Commission		Low	Closed	TTR Missed: Yes		15.09
INC000000609254	Gregory Wright	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No				0.00
	Metro A Help Desk	Ed Conrad	Labor Commission		Low	Closed	TTR Missed: No		0.00
INC000000609430	Karla Rush	Application	Error	Gmail	TIR Missed: No				0.00
	Enterprise Security	Jed Johnson	Labor Commission		Low	Resolved	TTR Missed: Yes		13.89
INC000000609435	Glosper Bowman	None	None	None	TIR Missed: No				0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission		Low	Closed	TTR Missed: No		0.00
INC000000609595	Aurora Holley	PC/Laptop	Hardware	None	TIR Missed: No				0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No		0.41
INC000000609603	Alicia Zavala	Application	None	Microsoft Windows 7	TIR Missed: No				0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No		0.37
INC000000609845	Gina Spjut	Print/Copy/Scan/Fax	None	None	TIR Missed: No				0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission		Low	Closed	TTR Missed: No		0.09
INC000000609889	Glosper Bowman	Application	None	Gmail	TIR Missed: No				0.00
	Help Desk	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No		0.00

Labor Commission

INC000000610223	Tonya Gallegos	Application	None	None		TIR Missed: No	0.14
Metro A Hosting	Keith Scholl	Labor Commission		Low	Closed	TTR Missed: No	0.34
INC000000610299	Donald Walker	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.04
Metro A Desktop Support	Rodney Austin	Labor Commission		Low	Closed	TTR Missed: No	1.24
INC000000610608	Jamie Kittrell	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	0.84
INC000000610645	Kate McNeill	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.25
Metro A Desktop Support	James Kammeyer	Labor Commission		Medium	Resolved	TTR Missed: No	0.25
INC000000610778	Bobie Tupou	None	None	Gmail		TIR Missed: Yes	15.97
Enterprise Security	Jed Johnson	Labor Commission		Low	Resolved	TTR Missed: Yes	16.94
INC000000610979	Dave Bloomfield	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Labor Commission		Low	Closed	TTR Missed: No	0.02
INC000000610995	Ami Windham	None	None	Gmail		TIR Missed: Yes	12.77
Enterprise Security	Jed Johnson	Labor Commission		Low	Resolved	TTR Missed: Yes	13.37
INC000000611371	David Lamb	None	None	None		TIR Missed: No	0.54
Metro A Hosting	Chris Kunde	Labor Commission		High	Closed	TTR Missed: No	0.54
INC000000611386	Karla Rush	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	0.00
INC000000611436	Eldon Tryon	Application	None	Gmail		TIR Missed: No	0.12
Metro A Help Desk	Ed Conrad	Labor Commission		Low	Closed	TTR Missed: No	0.30
INC000000611744	Deedee Brunatti	None	None	None		TIR Missed: No	0.02
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	0.03
INC000000611837	Bobie Tupou	Application	None	Gmail		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission		Low	Closed	TTR Missed: No	0.00
INC000000612065	Tonya Gallegos	Application	None	Active Directory		TIR Missed: Yes	1.19
Metro A Hosting	Chris Kunde	Labor Commission		Low	Closed	TTR Missed: No	1.19
INC000000612153	Terri DeVries	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Closed	TTR Missed: No	0.00
INC000000612446	Kerry Chlarson	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Hosting	Chris Kunde	Labor Commission		Low	Resolved	TTR Missed: No	0.93
INC000000612510	Karla Staker	Application	None	Internet Explorer		TIR Missed: No	0.06
Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Resolved	TTR Missed: No	0.08
INC000000612673	Kerry Chlarson	Network	Incident	None		TIR Missed: No	0.30
Application Support	Floyd Edwards	Labor Commission		Low	Resolved	TTR Missed: No	1.13

Labor Commission

INC000000612850	Tonya Gallegos	Application	None	Novell eDirectory		TIR Missed: No	0.39
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: Yes	32.14
INC000000612962	Terri DeVries	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000612964	Isaac Talbot	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.01
INC000000613721	Holly Lawrence	None	None	None		TIR Missed: No	0.42
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.43
INC000000614031	Jamie Kittrell	None	None	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.45
INC000000614367	Ryan Nelson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	1.85
INC000000614396	Jamie Kittrell	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.13
INC000000614585	Tonya Gallegos	Application	None	None		TIR Missed: No	0.16
	Metro A Hosting	Tom Carney	Labor Commission	Low	Resolved	TTR Missed: No	2.10
INC000000614918	Patsy Ortega	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.91
INC000000614929	James E Johnston	Application	Error	Google Chrome		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.04
INC000000615043	David Lamb	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	High	Resolved	TTR Missed: No	0.00
INC000000615399	Deedee Brunatti	Application	None	None		TIR Missed: No	0.33
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	1.29
INC000000615505	Tonya Gallegos	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.15
INC000000615675	Richard McMullen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	0.01
INC000000615679	Rosalee Oakeson	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.52
INC000000615913	Jose Blanco	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000616367	Jamie Kittrell	PC/Laptop	Performance	PGP		TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.08

Labor Commission

INC000000616440	Ami Windham	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Labor Commission	Low	Resolved		TTR Missed: No	0.00
INC000000616464	Jamie Kittrell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved		TTR Missed: No	0.51
INC000000616862	Aurora Holley	PC/Laptop	Performance	None		TIR Missed: No	0.42
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.43
INC000000616863	Jerry Parkstone	Network	None	None		TIR Missed: No	0.37
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved		TTR Missed: No	0.49
INC000000616886	Joy Lawrence	PC/Laptop	None	None		TIR Missed: No	0.14
Metro A Hosting	Keith Scholl	Labor Commission	Low	Resolved		TTR Missed: No	0.29
INC000000616894	Joy Lawrence	Application	Error	None		TIR Missed: No	0.09
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved		TTR Missed: No	0.10
INC000000617584	Dave Bloomfield	Application	Error	Gmail		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved		TTR Missed: No	0.06
INC000000617831	Karla Staker	Application	Error	PGP		TIR Missed: No	0.78
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved		TTR Missed: No	0.78